

2-1-1 COLORADO

JANUARY – DECEMBER 2017

2-1-1 Colorado is a free, bilingual service that helps callers by assessing their needs and matching them with the best resources in their community. Covering all of Colorado, 2-1-1 has the largest, most up-to-date database of resources in the Rocky Mountain region for health and human services.

OUR CLIENTS' NEEDS

2-1-1 Colorado's client needs range from basic to more complex, and the top needs have remained consistent year after year.

138,003

THE NUMBER OF CONTACTS
COLORADO 2-1-1 HAD WITH
CLIENTS IN 2017



PHONE
130,810



TEXT
1,567



EMAIL
1,746



WALK IN
2,424

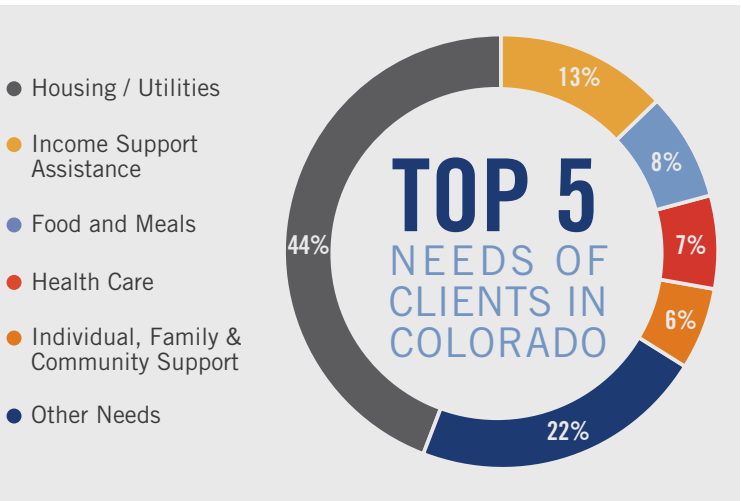


LIVE CHAT
1,456

SELF SERVICE STATS

Searched for Services Online

42,811



CLIENT NEEDS IN DELTA, GUNNISON, LAKE, PITKIN, AND SUMMIT COUNTIES

Income Support/Assistance	66	21%
Utility Assistance	49	16%
Food/Meals	27	9%
Housing	22	7%
Health Care	21	7%
Child Care	19	6%
Legal, Consumer, and Public Safety	17	6%
Mental Health/Addictions	17	6%
Shelter/Transitional Housing	13	4%
Information Services	11	4%
Clothing/Personal/Household Needs	10	3%
Individual, Family and Community Support*	10	3%
Transportation	9	3%
Rent Payment Assistance	6	2%
Employment	3	1%
Arts, Culture, and Recreation	2	1%
Dental Clinic	2	1%
Disaster Services	2	1%
Other Government/Economic Services	2	1%

*Includes Thanksgiving and Christmas related services, such as Holiday Gifts/Toys, Thanksgiving Meals, Christmas Meals.

TOP 5 NEEDS

